The Contractor will be awarded under the cooperative purchasing program and disaster recovery for the awarded SIN 541330ENG, SIN 541611, SIN 54151S and SIN 54151HEAL and their associated NAICS codes.

Special Item Number 54151S: Information Technology Professional Services
Special Item Number 54151HEAL: Health IT Services
Special Item Number 541330ENG: Engineering Services
Special Item Number 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

**eSimplicity Inc.**

1751 Elton Rd Ste 204, Silver Spring, MD 20903
Phone: (443) 963 - 9363
Contract Administrator: Eric Ross
E-Mail: contract@eSimplicity.com

Multiple Award Schedule (MAS)
Contract Number: 47QTCA19D00KH

Period Covered by Contract: Date of Award +5 years
General Services Administration
Federal Acquisition Service

Effective Dates/Period Covered: September 5, 2019 through September 4, 2024

Last Modification #007 dated April 14, 2021

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSAAdvantage®, a menu-driven database system.*
# TABLE OF CONTENTS

CUSTOMER INFORMATION .................................................................................................... 3  
TERMS AND CONDITIONS APPLICABLE TO SINs 541330ENG, 54161, 54151S, & 54151HEAL ..................................................................................................................................... 5 
GSA Pricing (PROFESSIONAL SERVICES)............................................................................. 9  
  Labor Category Descriptions for SIN 54151S ......................................................................... 12 
  Labor Category Descriptions for SIN 54151HEAL ................................................................. 27 
  Labor Category Descriptions for SIN 541330ENG ................................................................. 41 
  Labor Category Descriptions for SIN 541611 ......................................................................... 45 
  Labor Category Descriptions for SINs 541330ENG and 541611 ............................................. 52
CUSTOMER INFORMATION

1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.

<table>
<thead>
<tr>
<th>SIN, Associated NAICS</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Item Number 541330ENG, Associated NAICS Code 541330</td>
<td>Engineering Services</td>
</tr>
<tr>
<td>Special Item Number 541611, Associated NAICS Code 541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>Special Item Number 54151S, Associated NAICS Code 541511, 541512, 541513, 541519</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>Special Item Number 54151HEAL, Associated NAICS Code 541511, 541512, 541513, 541519</td>
<td>Health IT Services</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Approved GSA Pricing

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. Hourly rates are not applicable.

2. Maximum order. $500,000

3. Minimum order. $100

4. Geographic coverage. The Geographic Scope of Contract will be domestic.

5. Point of production. Same as company address.

6. Discount from list prices or statement of net price. Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity/volume discounts. 1.75% additional discount for purchases over $150,000.

8. Prompt payment terms. 0% - net 30 days from receipt of invoice or date of acceptance, whichever is later.

9a. The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.

9b. The Government purchase Card will be accepted for payment on orders above the micro-purchase threshold.
10. Foreign items. All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

11a. Time of delivery.

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>541330ENG &amp; 541330</td>
<td>As Negotiated/As specified in the Task Order</td>
</tr>
<tr>
<td>541611 &amp; 541611</td>
<td>As Negotiated/As specified in the Task Order</td>
</tr>
<tr>
<td>54151S</td>
<td>As Negotiated/As specified in the Task Order</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>As Negotiated/As specified in the Task Order</td>
</tr>
</tbody>
</table>

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. 

As negotiated on the task order level.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

As negotiated on the task order level.

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery.

As negotiated on the task order level.

12. F.O.B. point.

Destination

13a. Ordering address.

Same as company address

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3 and GSA/FSS homepage.

14. Payment address.

Same as company address

15. Warranty provision.

16. Export packing charges, if applicable.

Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

None

18. Terms and conditions of rental, maintenance, and repair are not applicable.

19. Terms and conditions of installation are not applicable.

20. Terms and conditions of repair parts are not applicable.

20a. Terms and conditions for any other services.

See critical information section for SIN specific warranty information.
21. List of service and distribution points:
   *Same as company address*

22. List of participating dealers is not applicable.

23. Preventive maintenance is not applicable.

24a. Special attributes such as environmental attributes are not applicable.

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

   www.esimplicity.com

   eSimplicity’s point of contact concerning Section 508 is: Eric Ross (443) 963 – 9363.

25. Data Universal Number System (DUNS) number: 08-001-9191

26. Notification regarding registration in SAM.gov database: Cage Code: 7M4D1

**TERMS AND CONDITIONS APPLICABLE TO SINS 541330ENG, 54161, 54151S, & 54151HEAL**

1. **SCOPE**
   a. The prices, terms and conditions stated under (the SINs as noted below) apply exclusively to Professional Services Category within the scope of the MAS Schedule.
   Special Item Number 54151S – Information Technology Professional Services
   Special Item Number 54151HEAL – Health IT Services
   Special Item Number 541330ENG – Engineering Services
   Special Item Number 541611 – Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. **ORDER**
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made, and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-
19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties have agreed, the Contracting Officer shall either-
      (1) Cancel the stop-work order; or
      (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
   b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
      (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
      (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
   c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
   d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES
7. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Professional Services.

9. INDEPENDENT CONTRACTOR
All Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST
   a. Definitions.
      “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
      “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
      An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
   b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries, and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Professional Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:
   (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
   (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF PROFESSIONAL SERVICES AND PRICING
   a. The Contractor shall provide a description of each type of Professional Service offered under Special Item Number 541330ENG – Engineering Services; Special Item Number 541611 – Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services; Special Item Numbers 54151S – IT Professional Services and 54151HEAL – Health IT Services. The information should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

   b. Pricing for all Professional Services: Special Item Number 541330ENG – Engineering Services; Special Item Number 541611 – Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services; Special Item Numbers 54151S – IT Professional Services and 54151HEAL – Health IT Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer
Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.
Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.
Minimum Education: Bachelor’s Degree in Computer Science
GSA PRICING (PROFESSIONAL SERVICES)

5 Year Price Escalation at 2.0% Annually (with Industrial Funding Fee (IFF) included)

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
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<td>54151S</td>
<td>Scrum Master</td>
<td>$105.75</td>
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<td>$110.02</td>
<td>$112.22</td>
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<tr>
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<td>$123.34</td>
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<td>$183.30</td>
<td>$186.97</td>
<td>$190.71</td>
<td>$194.52</td>
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<td>Interaction Designer / User Researcher / Usability Tester</td>
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<td>2 Weeks</td>
<td>3 Weeks</td>
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<td>5 Weeks</td>
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Contract Number: 47QTCA19D00KH

Page 11


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<th>Labor Category</th>
<th>Minimum/General Experience</th>
<th>Functional Responsibility</th>
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<td>Scrum Master: Facilitate Daily Stand-Ups, Sprint Planning, Refinement,</td>
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<td>Retrospectives, and other related team and cross-team meetings; Assist in facilitating Sprint</td>
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<td>Test Engineer III</td>
<td>$93.40 - $101.10</td>
<td>Demos; Participate in Scrum of Scrums; Maintain information radiators and track metrics for the</td>
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<td>Help Desk Technician</td>
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<td>teams, including velocity and burndown charts in order to drive team improvement; Assist the Product Owner in driving stories to a ready state in preparation for the upcoming Sprint and the next Release; Ensure that the team has a clear and common understanding of the work that needs to be done, and that the work items reflect this; Foster team collaboration and self-organization; Coach the team on Agile and Scrum principles, driving towards a goal of continuous improvement</td>
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**Scrum Master**

Minimum/General Experience: 4 years growing teams as a Scrum Master Agile Development knowledge and experience; Demonstrable understanding of the principles of Servant Leadership, and working well within a diverse team environment

Functional Responsibility: Facilitate Daily Stand-Ups, Sprint Planning, Refinement, Retrospectives, and other related team and cross-team meetings; Assist in facilitating Sprint Demos; Participate in Scrum of Scrums; Maintain information radiators and track metrics for the teams, including velocity and burndown charts in order to drive team improvement; Assist the Product Owner in driving stories to a ready state in preparation for the upcoming Sprint and the next Release; Ensure that the team has a clear and common understanding of the work that needs to be done, and that the work items reflect this; Foster team collaboration and self-organization; Coach the team on Agile and Scrum principles, driving towards a goal of continuous improvement

Education Required: Scrum Alliance Scrum Master Certification (CSM); A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Scrum Master III**

Minimum/General Experience: Minimum of 8 years applicable related experience.

Functional Responsibility: Facilitates Daily Stand-Ups, Sprint Planning, Refinement, Retrospectives, and other related team and cross-team meetings; Assists in facilitating Sprint Demos; Participates in Scrum of Scrums; Maintains information radiators and tracks metrics for the teams, including velocity and burndown charts in order to drive team improvement; Assists the Product Owner in driving stories to a ready state in preparation for the upcoming Sprint and the next Release; Ensures that the team has a clear and common understanding of the work that needs to be done, and that the work items reflect this; Fosters team collaboration and self-organization; Coaches the team on Agile and Scrum principles, driving towards a goal of continuous improvement

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Math, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required. Scrum Alliance Scrum Master Certification (CSM) Required.
Project Manager

Minimum/General Experience: Minimum of 4 years of experience leading development projects

Functional Responsibility: Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects; Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Product Manager

Minimum/General Experience: Minimum of 4 years of related experience

Functional Responsibility: The Product Manager (PM) is the member of the team responsible for defining and prioritizing the product backlog, so as to streamline the execution of program priorities, while maintaining conceptual and technical integrity of the features or components that the team is responsible for. For the features and stories in the backlog, PM defines measurable customer focused objectives. Manages the delivery, ongoing success, and continuous improvement of one or more digital products and/or platforms. Leads one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Gathers user requirements based on a communicable understanding of diverse audience groups. Defines and gets stakeholder buy-in for product definition and delivery approach. Creates effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interprets user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keeps abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpins the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicates credibly with a wide range of digital delivery disciplines and talent.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Subject Matter Expert
Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Provides expert support, analysis, and research into especially complex problems and processes under broad direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates superior written and oral communications skills. Possesses a complete understanding and wide experience in the application of relevant principles, theories, and concepts. Independently develops solutions. Expertise is in a particular domain or area of Information Technology.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least four years of specialized experience, a degree is not required.

Interaction Designer / User Researcher / Usability Tester

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Works in a highly collaborative, multi-disciplinary team focused on improving usability, user experience, and driving user adoption and engagement. Responsible for conducting user research, analysis & synthesis, persona development, interaction design, and usability testing to create products that delight our customers. Conducts stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing. Designs and specifies user interfaces and information architecture. Leads participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Produces user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Researches user needs as well as potential system enhancements. Analyzes and synthesizes the results of usability testing in order to provide recommendations for change to a system.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

User Experience Subject Matter Expert

Minimum/General Experience: Minimum of 8 years related experience
Functional Responsibility: Authoritatively understands user experience best and most modern practices. Designs and creates innovative digital experiences in web, mobile, and other digital platforms. Expert in the many activities required to produce quality digital content across platforms, i.e., information architecture, analytics, and the development of interactive experiences. Works with visual designers, editors, other subject matter experts, and developers to envision the overall user experience of new digital experiences and graphic designs.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Math, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Quality Assurance Manager

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Provide daily hands-on tactical leadership to software test and quality assurance teams. Leverage known software test methodologies and procedures to ensure project teams deliver digital solutions that meet quality standards, contractual commitments, published specifications, usability and coding standards, and common sense. Act as the final word on quality, including reviewing functional specifications and documentation, leading the development of test documentation, such as test cases, scripts, and reports, performing functional verification of software, and reporting on the health of our solutions.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Delivery Manager / Release Manager

Minimum/General Experience: Minimum of 4 years related and supervisory experience

Functional Responsibility: Responsible for the overall success of software releases; managing release schedules; tracking budgets; optimizing resource assignments; and collaborating with key stakeholders. Manages one or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team. Adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to make things happen when needed. Defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated. Delivers projects and products using the appropriate agile project management methodology, learning &
iterating frequently. Works with the Product Manager to define the roadmap for any given product and translating this into user stories. Leads the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team. Ensures all products are built to an appropriate level of quality for the stage (alpha/beta/production). Actively and openly shares knowledge of best practices.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Data Architect**

**Minimum/General Experience:** Minimum of 4 years data architecture experience

**Functional Responsibility:** Define enterprise data architecture vision, strategy, principles and standards; get buy-in from stakeholders, management, business partners. Provide technical and architectural subject matter expertise to the various development teams including communicating architectural decisions and mentoring other technical staff around the various development technologies and decisions.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**System Architect**

**Minimum/General Experience:** Minimum of 4 years of system architecture experience

**Functional Responsibility:** Establishes system information requirements in the development of enterprise-wide or large-scale information systems. Contributes to technical design, product and vendor selection, application and technical architectures. Provides subject matter expertise on various technologies and platforms. Serves as the manager of complex technology implementations, with an eye toward constant reengineering and refactoring to ensure the simplest and most elegant system possible to accomplish the desired need. Ensures strategic alignment of technical design and architecture to meet business growth and direction and stay on top of emerging technologies. Decomposes business and system architecture to support clean-interface multi-team development. Develops product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories). Comfortable with liberally sharing knowledge across a multi-disciplinary team and working
within agile methodologies. A full partner in the determination of vision, objectives, and success criteria.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Solutions Architect**

**Minimum/General Experience:** Minimum of 8 years of system architecture experience

**Functional Responsibility:** Identifies and owns entire technical solution requirements in the development of enterprise-wide or large-scale information systems. Creates project specific technical design, product and vendor selection, application and technical architectures. Provides subject matter expertise on applicable technologies and platforms and leads decision process to identify the best options. Serves as the owner of complex technology implementations, with an eye toward constant reengineering and refactoring to ensure the simplest and most elegant system possible to accomplish the desired need. Ensures strategic alignment of technical design and architecture to meet business growth and direction and stay on top of emerging technologies. Develops and manages product roadmaps, backlogs, and measurable success criteria, and writing user stories.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Math, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Security Engineer**

**Minimum/General Experience:** Minimum of 4 years related experience

**Functional Responsibility:** Designs, develops, engineers and implements solutions to security requirements. Performs risk analyses which also includes risk assessment. Assists with coordination and implementation of the organization’s information security. Possesses a working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products; and, current Internet technology. Works tirelessly to ensure help developers create the most secure systems in the world while enhancing the privacy of all system users. Performs white-hat hacking and fundamental computer science concepts strongly

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Business Intelligence Engineer**

**Minimum/General Experience:** Minimum of 4 years related experience

**Functional Responsibility:** Designs, develops, and implements business intelligence solutions for the organization or client, helping to build the infrastructure and tools required to support the business and to achieve data reporting and analysis goals. Determines business data reporting and analysis requirements, working with clients and business units to answer key business questions; and identifies new data requirements, analysis strategies, and reporting mechanisms. Collaborates effectively with and supports internal end-users, cross-functional software development teams, Database Administrators and Developers, and technical support and/or sustaining engineering teams to solve problems, implement new solutions, and deliver successfully against high operational standards of system availability and reliability.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Performance Engineer**

**Minimum/General Experience:** Minimum of 4 years of performance engineer experience

**Functional Responsibility:** Provide testing and analysis of complex systems to ensure systems are compliant with requirements and can perform well in production. Independently develop performance test scripts using applicable tools, create test scenarios and execute tests. Analyze test results, identify performance root cause, and write test reports to recommend improvements to the system. Coordinate with other testers and developers to resolve test problems and ensure customer satisfaction.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.
Business Analyst II

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Business Analyst III

Minimum/General Experience: Minimum of 8 years related experience

Functional Responsibility: Supports agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk. Works closely with the Product Manager to define a product approach to meet the specified user need. Defines skill requirements and map internal, agency, and external (partners/specialist contractors) resources; Works with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going running costs. Analyzes and maps the risks of this product approach and propose mitigation solutions. Defines how the predicted user and financial benefit can be realized, and how channel shift will be measured. Makes a recommendation for action against the analysis done.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

UI Developer II

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Under general supervision, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the
website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

UI Developer III

Minimum/General Experience: Minimum of 8 years related experience

Functional Responsibility: Leads design, development, troubleshooting, debugging, and implementation of software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With then years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Data Engineer II

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems and products.
Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Data Engineer III**

**Minimum/General Experience:** Minimum of 8 years related experience

**Functional Responsibility:** Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems and products.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Data Analyst I**

**Minimum/General Experience:** Minimum of 2 years related experience

**Functional Responsibility:** Assists more experienced database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Data Analyst II**

**Minimum/General Experience:** Minimum of 4 years related experience

**Functional Responsibility:** Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database
specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Data Analyst III**

**Minimum/General Experience:** Minimum of 8 years related experience

**Functional Responsibility:** Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May function as team leader and provide direction to less experienced database programmers/analysts.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Full Stack Developer I**

**Minimum/General Experience:** Minimum of 2 years related experience

**Functional Responsibility:** Architects, designs, creates, and builds web application features; create back-end code and interfaces for new web platforms. Analyzes user needs to implement front-end design, graphics, performance, and capacity. Integrates applications with other platforms as needed; keep up-to-date on web developments and trends.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Full Stack Developer II**

**Minimum/General Experience:** Minimum of 4 years related experience
Functional Responsibility: Architect, design, create, and build web application features; create back-end code and interfaces for new web platforms; analyze user needs to implement front-end design, graphics, performance, and capacity; integrate applications with other platforms as needed; keep up-to-date on web developments and trends. Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Works in team environments that use agile methodologies (e.g., Scrum, Lean). Authors friendly documentation (e.g., API documentation, deployment operations). Quickly searches and learns new programming tools and techniques. Handles large data sets and scaling their handling and storage. Communities technical info to non-technical audience.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Full Stack Developer III

Minimum/General Experience: Minimum of 8 years related experience

Functional Responsibility: Architect, design, create, and build web application features; create back-end code and interfaces for new web platforms; analyze user needs to implement front-end design, graphics, performance, and capacity; integrate applications with other platforms as needed; keep up-to-date on web developments and trends. Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Works in team environments that use agile methodologies (e.g., Scrum, Lean). Authors friendly documentation (e.g., API documentation, deployment operations). Quickly searches and learns new programming tools and techniques. Handles large data sets and scaling their handling and storage. Communities technical info to non-technical audience.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

DevOps Engineer I

Minimum/General Experience: Minimum of 2 years related experience

Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture.
Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**DevOps Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience

**Functional Responsibility:** Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience. Work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**DevOps Engineer III**

**Minimum/General Experience:** Minimum of 8 years related experience

**Functional Responsibility:** Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience. Identifies weaknesses in our tooling that will drive changes to the overall architecture, and work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.
Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Test Engineer I

Minimum/General Experience: Minimum of 2 years related experience

Functional Responsibility: Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

Test Engineer II

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
Test Engineer III

Minimum/General Experience: Minimum of 8 years related experience

Functional Responsibility: Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Helpdesk Technician

Minimum/General Experience: Minimum of 2 years related experience

Functional Responsibility: Directs support to users for network and desktop hardware and software problems. Answers communications and tickets from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

Artificial Intelligence Engineer

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Builds, tests, and deploys artificial intelligence (AI) models, as well as maintains the underlying AI infrastructure. Solves problems and navigates between traditional software development and machine learning (ML) implementations. Develops minimum viable products based on AI/ML best practices and standards of design. Understands where AI and ML fits into continuous integration and continuous delivery pipelines.
Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Cloud Engineer

Minimum/General Experience: Minimum of 4 years related experience

Functional Responsibility: Works with engineering team to develop, implement, optimize, and maintain cloud-based solutions. Responsible for deploying and debugging cloud stacks, educating teams on new cloud initiatives, and ensuring the security of the cloud infrastructure. Ensures efficient functioning of data storage and processing functions in accordance with standard security policies and best practices in cloud security.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Artificial Intelligence Subject Matter Expert

Minimum/General Experience: Minimum of 8 years related experience

Functional Responsibility: Utilizes analytical, statistical, and programming skills to collect, analyze, and interpret large data sets; develops custom data models and algorithms to apply to data sets; assess effectiveness and accuracy of new data sources and data gathering techniques. Uses predictive modeling to increase and optimize user experiences, system capabilities and other business outcomes. Develops processes and tools to monitor and analyze model performance and data accuracy.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Math, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Labor Category Descriptions for SIN 54151HEAL

Healthcare Scrum Master
Minimum/General Experience: 4 years growing teams as a Scrum Master Agile Development knowledge and experience of Health IT systems; Demonstrable understanding of the principles of Servant Leadership, and working well within a diverse team environment

Functional Responsibility: Facilitate Daily Stand-Ups, Sprint Planning, Refinement, Retrospectives, and other related team and cross-team meetings; Assist in facilitating Sprint Demos; Participate in Scrum of Scrums; Maintain information radiators and track metrics for the teams, including velocity and burndown charts in order to drive team improvement; Assist the Product Owner in driving stories to a ready state in preparation for the upcoming Sprint and the next Release; Ensure that the team has a clear and common understanding of the work that needs to be done, and that the work items reflect this Foster team collaboration and self-organization; Coach the team on Agile and Scrum principles, driving towards a goal of continuous improvement

Education Required: Scrum Alliance Scrum Master Certification (CSM); A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Healthcare Project Manager

Minimum/General Experience: Minimum of 4 years of experience leading development Health IT projects

Functional Responsibility: Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects; Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Healthcare Product Manager

Minimum/General Experience: Minimum of 4 years of Health IT product manager experience

Functional Responsibility: The Product Manager (PM) is the member of the team responsible for defining and prioritizing the product backlog, to streamline the execution of program priorities, while maintaining conceptual and technical integrity of the features or components that the team is responsible for. For the features and stories in the backlog, PM defines measurable customer focused objectives. Manages the delivery, ongoing success, and continuous improvement of one
or more digital products and/or platforms. Leads one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Gathers user requirements based on a communicable understanding of diverse audience groups. Defines and gets stakeholder buy-in for product definition and delivery approach. Creates effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interprets user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keeps abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpins the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicates credibly with a wide range of digital delivery disciplines and talent

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Subject Matter Expert**

**Minimum/General Experience:** Minimum of 4 years of specialized Healthcare IT matters

**Functional Responsibility:** Provides expert support, analysis, and research into especially complex problems and processes under broad direction. Provides technical direction, interprets requirements, and performs analysis of alternatives. Thinks independently and demonstrates superior written and oral communications skills. Possesses a complete understanding and wide experience in the application of relevant principles, theories, and concepts. Independently develops solutions. Expertise is in a particular domain or area of Information Technology.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Interaction Designer / User Researcher / Usability Tester**

**Minimum/General Experience:** Minimum of 4 years interaction designer for Health IT systems

**Functional Responsibility:** Works in a highly collaborative, multi-disciplinary team focused on improving usability, user experience, and driving user adoption and engagement. Responsible for conducting user research, analysis & synthesis, persona development, interaction design, and usability testing to create products that delight our customers. Conducts stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture,
interaction design, and usability testing. Designs and specifies user interfaces and information architecture. Leads participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery. Produces user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications. Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing. Researches user needs as well as potential system enhancements. Analyzes and synthesizes the results of usability testing in order to provide recommendations for change to a system.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Quality Assurance Manager**

**Minimum/General Experience:** Minimum of 4 years of quality assurance management for Health IT systems

**Functional Responsibility:** Provide daily hands-on tactical leadership to software test and quality assurance teams. Leverage known software test methodologies and procedures to ensure project teams deliver digital solutions that meet quality standards, contractual commitments, published specifications, usability and coding standards, and common sense. Act as the final word on quality, including reviewing functional specifications and documentation, leading the development of test documentation, such as test cases, scripts, and reports, performing functional verification of software, and reporting on the health of our solutions.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Delivery Manager / Release Manager**

**Minimum/General Experience:** Minimum of 4 years related and supervisory experience of Health IT systems

**Functional Responsibility:** Responsible for the overall success of software releases; managing release schedules; tracking budgets; optimizing resource assignments; and collaborating with key stakeholders. Manages one or more agile projects, typically to deliver a specific product or
transformation via a multi-disciplinary, high-skilled digital team. Adepts at delivering complex
digital projects, breaking down barriers to the team, and both planning at a higher level and
going into the detail to make things happen when needed. Defines project needs and feeds these
into the portfolio/program process to enable resources to be appropriately allocated. Delivers
projects and products using the appropriate agile project management methodology, learning &
iterating frequently. Works with the Product Manager to define the roadmap for any given
product and translating this into user stories. Leads the collaborative, dynamic planning process –
prioritizing the work that needs to be done against the capacity and capability of the team.
Ensures all products are built to an appropriate level of quality for the stage
alpha/beta/production). Actively and openly shares knowledge of best practices

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems,
Engineering, Business, or other related scientific or technical discipline. With eight years of
general information technology experience and at least four years of specialized experience, a
degree is not required.

**Healthcare Data Architect**

**Minimum/General Experience:** Minimum of 4 years data architecture experience of Health IT
systems

**Functional Responsibility:** Define enterprise data architecture vision, strategy, principles and
standards; get buy-in from stakeholders, management, business partners. Provide technical and
architectural subject matter expertise to the various development teams including communicating
architectural decisions and mentoring other technical staff around the various development
technologies and decisions

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems,
Engineering, Business, or other related scientific or technical discipline. With eight years of
general information technology experience and at least four years of specialized experience, a
degree is not required.

**Healthcare System Architect**

**Minimum/General Experience:** Minimum of 4 years of system architecture experience of Health
IT systems

**Functional Responsibility:** Establishes system information requirements in the development of
enterprise-wide or large-scale information systems. Contributes to technical design, product and
vendor selection, application and technical architectures. Provides subject matter expertise on
various technologies and platforms. Serves as the manager of complex technology
implementations, with an eye toward constant reengineering and refactoring to ensure the
simplest and most elegant system possible to accomplish the desired need. Ensures strategic alignment of technical design and architecture to meet business growth and direction and stay on top of emerging technologies. Decomposes business and system architecture to support clean-interface multi-team development. Develops product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories). Comfortable with liberally sharing knowledge across a multi-disciplinary team and working within agile methodologies. A full partner in the determination of vision, objectives, and success criteria.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Security Engineer**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Designs, develops, engineers and implements solutions to security requirements. Performs risk analyses which also includes risk assessment. Assists with coordination and implementation of the organization’s information security. Possesses a working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products; and, current Internet technology. Works tirelessly to ensure help developers create the most secure systems in the world while enhancing the privacy of all system users. Performs white-hat hacking and fundamental computer science concepts strongly desired. Performs security audits, risk analysis, application-level vulnerability testing, and security code reviews. Develops and implements technical solutions to help mitigate security vulnerabilities. Conducts research to identify new attack vectors.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Business Intelligence Engineer**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Designs, develops, and implements business intelligence solutions for the organization or client, helping to build the infrastructure and tools required to support the
business and to achieve data reporting and analysis goals. Determines business data reporting and analysis requirements, working with clients and business units to answer key business questions; and identifies new data requirements, analysis strategies, and reporting mechanisms. Collaborates effectively with and supports internal end-users, cross-functional software development teams, Database Administrators and Developers, and technical support and/or sustaining engineering teams to solve problems, implement new solutions, and deliver successfully against high operational standards of system availability and reliability.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Performance Engineer**

**Minimum/General Experience:** Minimum of 4 years of performance engineer experience of Health IT systems

**Functional Responsibility:** Provide testing and analysis of complex systems to ensure systems are compliant with requirements and can perform well in production. Independently develop performance test scripts using applicable tools, create test scenarios and execute tests. Analyze test results, identify performance root cause, and write test reports to recommend improvements to the system. Coordinate with other testers and developers to resolve test problems and ensure customer satisfaction.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Business Analyst II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.
Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Business Analyst III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems

**Functional Responsibility:** Supports agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk. Works closely with the Product Manager to define a product approach to meet the specified user need. Defines skill requirements and map internal, agency, and external (partners/specialist contractors) resources; Works with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going running costs. Analyzes and maps the risks of this product approach and propose mitigation solutions. Defines how the predicted user and financial benefit can be realized, and how channel shift will be measured. Makes a recommendation for action against the analysis done.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Healthcare UI Developer II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Under general supervision, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.
**Healthcare UI Developer III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems

**Functional Responsibility:** Leads design, development, troubleshooting, debugging, and implementation of software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With then years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Healthcare Data Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems and products.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Data Engineer III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems

**Functional Responsibility:** Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists
on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems and products.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

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**Healthcare Data Analyst I**

**Minimum/General Experience:** Minimum of 2 years related experience of Health IT systems

**Functional Responsibility:** Assists more experienced database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

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**Healthcare Data Analyst II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

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**Healthcare Data Analyst III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems
Functional Responsibility: Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May function as team leader and provide direction to less experienced database programmers/analysts.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Healthcare Full Stack Developer I**

Minimum/General Experience: Minimum of 2 years related experience of Health IT systems

Functional Responsibility: Architects, designs, creates, and builds web application features; create back-end code and interfaces for new web platforms. Analyzes user needs to implement front-end design, graphics, performance, and capacity. Integrates applications with other platforms as needed; keep up-to-date on web developments and trends.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Healthcare Full Stack Developer II**

Minimum/General Experience: Minimum of 4 years related experience of Health IT systems

Functional Responsibility: Architect, design, create, and build web application features; create back-end code and interfaces for new web platforms; analyze user needs to implement front-end design, graphics, performance, and capacity; integrate applications with other platforms as needed; keep up-to-date on web developments and trends. Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Works in team environments that use agile methodologies (e.g., Scrum, Lean). Authors friendly documentation (e.g., API documentation, deployment operations). Quickly searches and learns new programming tools and techniques. Handles large data sets and scaling their handling and storage. Communities technical info to non-technical audience.
Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Healthcare Full Stack Developer III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems

**Functional Responsibility:** Architect, design, create, and build web application features; create back-end code and interfaces for new web platforms; analyze user needs to implement front-end design, graphics, performance, and capacity; integrate applications with other platforms as needed; keep up-to-date on web developments and trends. Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Works in team environments that use agile methodologies (e.g., Scrum, Lean). Authors friendly documentation (e.g., API documentation, deployment operations). Quickly searches and learns new programming tools and techniques. Handles large data sets and scaling their handling and storage. Communities technical info to non-technical audience.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Healthcare DevOps Engineer I**

**Minimum/General Experience:** Minimum of 2 years related experience of Health IT systems

**Functional Responsibility:** Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Healthcare DevOps Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems
Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience. Work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Healthcare DevOps Engineer III

Minimum/General Experience: Minimum of 8 years related experience of Health IT systems

Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs and prototypes new solutions to facilitate application growth and a seamless customer experience. Identifies weaknesses in our tooling that will drive changes to the overall architecture, and work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.

Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Healthcare Test Engineer I

Minimum/General Experience: Minimum of 2 years related experience of Health IT systems

Functional Responsibility: Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness,
adherence to design concepts and to user standards, review of program documentation to assure
government standards/requirements are adhered to, configuration management for all hardware
and software, and for progress in accordance with schedules. Coordinates with the Program
Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user
satisfaction.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems,
Engineering, Business, or other related scientific or technical discipline. With four years of
general information technology experience and at least two years of specialized experience, a
degree is not required.

**Healthcare Test Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Provides technical and administrative support for personnel
performing software development tasks, including the review of work products for correctness,
adherence to design concepts and to user standards, review of program documentation to assure
government standards/requirements are adhered to, configuration management for all hardware
and software, and for progress in accordance with schedules. Coordinate with the Program
Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user
satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare
milestone status reports and deliveries/presentations on the system concept to colleagues, end user
representatives.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems,
Engineering, Business, or other related scientific or technical discipline. With six years of general
information technology experience and at least four years of specialized experience, a degree is
not required.

**Healthcare Test Engineer III**

**Minimum/General Experience:** Minimum of 8 years related experience of Health IT systems

**Functional Responsibility:** Develops, implements, and maintains quality assurance/configuration
management programs in support of a variety of software, hardware, and services. Establish
standards for life cycle, documentation, development methods, testing, and maintenance.
Develops and defines major and minor characteristics of quality/configuration management
(including metrics and scoring parameters) and determines requisite quality control/configuration
management resources for an actual task order. Conducts or participates in formal and informal
reviews at predetermined points throughout the system life cycle. Serve as liaison between
Program Management and other functional groups to resolve issues regarding quality
assurance/configuration management. Reviews and evaluates software products and services for
adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Healthcare Helpdesk Technician**

**Minimum/General Experience:** Minimum of 2 years related experience of Health IT systems

**Functional Responsibility:** Directs support to users for network and desktop hardware and software problems. Answers communications and tickets from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Healthcare Claims Subject Matter Expert**

**Minimum/General Experience:** Minimum of 4 years related experience of Health IT systems

**Functional Responsibility:** Performs Healthcare claims data analysis and identifies patterns within claims data for resolution design as needed. Provides cross functional support to key stakeholders and project teams as needed. Assists Program Manager with review and analysis.

**Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Labor Category Descriptions for SIN 541330ENG**

**Principal Spectrum Management Engineer**

**Minimum/General Experience:** 10+ years of related experience.

**Functional Responsibility:** Participates in national and international delegations in World Radio Conferences, technical working group Task Forces, and ad hoc advisory panels to resolve spectrum sharing or usage problems and promote efficient use of the RF spectrum. Plans/directs detailed analysis required to support spectrum regulatory plans and positions. Develops/submits national/international filings required to register and notify communication/radar systems. Negotiates formal
system coordination agreements on behalf of customers in international bilateral and multilateral venues. Serves on international delegations as spokesperson or chairperson of Working Groups and Subcommittees. Expertise in performing interference analysis studies and analyzing interference mitigation techniques, including consideration of propagation models, field measurements, and related hardware and software design solutions. Ability to analyze documents of the IRAC and brief high-level management with pertinent data.

**Minimum Education Required:** Master’s degree in Electrical Engineering or related engineering discipline. With six years of general engineering experience and at least four years of specialized experience, a master’s degree is not required.

**Staff Spectrum Management Engineer**

**Minimum/General Experience:** 5-10 years of related experience.

**Functional Responsibility:** Participates in national and international delegations in World Radio Conferences, technical working group Task Forces, and ad hoc advisory panels to resolve spectrum sharing or usage problems and promote efficient use of the RF spectrum. Plans detailed analysis required to support spectrum regulatory plans and positions. Develops national and international filings required to register and notify communication and radar systems. Works on a team to negotiate formal system coordination agreements on behalf of customers in international bilateral and multilateral venues. Expertise in performing interference analysis studies and analyzing interference mitigation techniques, including consideration of propagation models, field measurements, and related hardware and software design solutions.

**Minimum Education Required:** Bachelor’s degree in Electrical Engineering or related engineering discipline.

**Associate Spectrum Management Engineer**

**Minimum/General Experience:** 2-5 years of related experience.

**Functional Responsibility:** Participates in national and international delegations in World Radio Conferences, technical working group Task Forces, and ad hoc advisory panels to resolve spectrum sharing or usage problems and promote efficient use of the RF spectrum. Plans detailed analysis required to support spectrum regulatory plans and positions. Develops national and international filings required to register and notify communication and radar systems. Works on a team to negotiate formal system coordination agreements on behalf of customers in international bilateral and multilateral venues. Expertise in performing interference analysis studies and analyzing interference mitigation techniques, including consideration of propagation models, field measurements, and related hardware and software design solutions.
Minimum Education Required: Bachelor’s degree in Electrical Engineering or related engineering discipline.

**Principal RF Engineer**

Minimum/General Experience: 10+ years of related experience.

**Functional Responsibility:** Provides expert technical and programmatic support for communication architectures and new technology development. Performs a variety of specific complex designs, and concepts, that receive and/or transmit radio frequency (RF) signals for the purpose of communications or navigation. Uses state-of-the-art signal processing techniques to encode, decode, or otherwise modify RF signals.

Minimum Education Required: Master’s degree in Electrical Engineering or related engineering discipline. With six years of general engineering experience and at least four years of specialized experience, a master’s degree is not required.

**Staff RF Engineer**

Minimum/General Experience: 5-10 years of related experience.

**Functional Responsibility:** Provides expert technical and programmatic support for communication architectures and new technology development. Performs a variety of specific complex designs, and concepts, that receive and/or transmit radio frequency (RF) signals for the purpose of communications or navigation. Uses state-of-the-art signal processing techniques to encode, decode, or otherwise modify RF signals.

Minimum Education Required: Bachelor’s degree in Electrical Engineering or related engineering discipline.

**Associate RF Engineer**

Minimum/General Experience: 2-5 years of related experience.

**Functional Responsibility:** Provides expert technical and programmatic support for communication architectures and new technology development. Performs a variety of specific complex designs, and concepts, that receive and/or transmit radio frequency (RF) signals for the purpose of communications or navigation. Uses state-of-the-art signal processing techniques to encode, decode, or otherwise modify RF signals.
Minimum Education Required: Bachelor’s degree in Electrical Engineering or related engineering discipline.

**Subject Matter Expert**

**Minimum/General Experience:** 6+ years of related experience.

**Functional Responsibility:** Provides technical evaluation of spectrum-dependent system parameters to ensure compliance with formal national/international spectrum regulatory directive and instructions. Maintains up-to-date familiarity with customer requirements and directives as well as those of the FCC, NTIA, and ITU. Analyzes the frequencies already assigned in the proposed operational area for compatibility, considering emission, power, location of transmitters, height of antennas, aircraft operation altitude, spacecraft orbits, and other critical equipment operating characteristics. Develops/submits modifications and/or waiver requests for those systems not compliant with regulatory requirements. Evaluates potentially competing requests from other domestic organizations or foreign Administrations in terms of their potentially adverse performance impact on customer systems. Maintains spectrum equipment parameter databases. Develops strategic spectrum regulatory policy and goals that adhere to customer spectrum requirements. Prepares spectrum implementation plans and identifies appropriate domestic and international regulatory venues for achieving goals. Prepares customer briefing materials and roadmaps for implementation of plans.

Minimum Education Required: Master’s degree in Electrical Engineering or related engineering discipline. With 2 years of general engineering experience and at least four years of specialized experience, a master’s degree is not required.

**Principal Engineer**

**Minimum/General Experience:** 10+ years of related experience.

**Functional Responsibility:** Conducts preliminary and advanced design studies and prepares and presents major portions of engineering proposals. Conceives and develops solutions to complex analytical, and design concepts. May have expertise in optical or RF communication systems. Writes very complex specifications and engineering reports as a result of advance studies, special engineering investigations, and similar activities. Develops new theory and design criteria.

Minimum Education Required: Master’s degree in Electrical Engineering or related engineering discipline. With six years of general engineering experience and at least four years of specialized experience, a master’s degree is not required.
Staff Engineer

Minimum/General Experience: 5-10 years of related experience.

Functional Responsibility: Conducts preliminary and advanced design studies and prepares and presents major portions of engineering proposals. Conceives and develops solutions to complex analytical, and design concepts. May have expertise in optical or RF communication systems. Writes very complex specifications and engineering reports as a result of advance studies, special engineering investigations, and similar activities. Develops new theory and design criteria.

Minimum Education Required: Bachelor’s degree in Electrical Engineering or related engineering discipline.

Associate Engineer

Minimum/General Experience: 2-5 years of related experience.

Functional Responsibility: Conducts preliminary and advanced design studies and prepares and presents major portions of engineering proposals. Conceives and develops solutions to complex analytical, and design concepts. May have expertise in optical or RF communication systems. Writes very complex specifications and engineering reports as a result of advance studies, special engineering investigations, and similar activities. Develops new theory and design criteria.

Minimum Education Required: Bachelor’s degree in Electrical Engineering or related engineering discipline.

Labor Category Descriptions for SIN 541611

Data Scientist

Minimum/General Experience: Minimum of 8 years applicable data science and/or analysis experience.

Functional Responsibility: Utilize analytical, statistical, and programming skills to collect, analyze, and interpret large data sets; develop custom data models and algorithms to apply to data sets; assess effectiveness and accuracy of new data sources and data gathering techniques. Use predictive modeling to increase and optimize user experiences, system capabilities and other business outcomes. Develop processes and tools to monitor and analyze model performance and data accuracy.
Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Math, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Security Engineer
Minimum/General Experience: Minimum of 4 years related experience.

Functional Responsibility: Designs, develops, engineers, and implements solutions to security requirements. Performs risk analyses which also includes risk assessment. Assists with coordination and implementation of the organization’s information security. Possesses a working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products; and, current Internet technology. Works tirelessly to ensure help developers create the most secure systems in the world while enhancing the privacy of all system users. Performs white-hat hacking and fundamental computer science concepts strongly desired. Performs security audits, risk analysis, application-level vulnerability testing, and security code reviews. Develops and implements technical solutions to help mitigate security vulnerabilities. Conducts research to identify new attack vectors.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

Business Intelligence Engineer
Minimum/General Experience: Minimum of 4 years related experience.

Functional Responsibility: Designs, develops, and implements business intelligence solutions for the organization or client, helping to build the infrastructure and tools required to support the business and to achieve data reporting and analysis goals. Determines business data reporting and analysis requirements, working with clients and business units to answer key business questions; and identifies new data requirements, analysis strategies, and reporting mechanisms. Collaborates effectively with and supports internal end-users, cross-functional software development teams, Database Administrators and Developers, and technical support and/or sustaining engineering teams to solve problems, implement new solutions, and deliver successfully against high operational standards of system availability and reliability.
Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Performance Engineer**

**Minimum/General Experience:** Minimum of 4 years of performance engineer experience.

**Functional Responsibility:** Provide testing and analysis of complex systems to ensure systems are compliant with requirements and can perform well in production. Independently develop performance test scripts using applicable tools, create test scenarios and execute tests. Analyze test results, identify performance root cause, and write test reports to recommend improvements to the system. Coordinate with other testers and developers to resolve test problems and ensure customer satisfaction.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Data Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience.

**Functional Responsibility:** Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems, and products.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Data Engineer III**

**Minimum/General Experience:** Minimum of 8 years related experience.
Functional Responsibility: Responsible for expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. Expert data pipeline builder and data wrangler who enjoys optimizing data systems and building them from the ground up. Support software developers, database architects, data analysts and data scientists on data initiatives and ensure optimal data delivery architecture is consistent throughout ongoing projects. Self-sufficient and comfortable supporting the data needs of multiple teams, systems, and products.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Researcher I**

Minimum/General Experience: Minimum of 2 years related experience.

Functional Responsibility: Conducts desktop research using books, journal articles, newspaper sources, questionnaires, surveys, polls, and interviews to gather data to satisfy research requirements. Analyzes and interprets patterns and trends, aligns methodologies with research goals as well as protecting databases and confidential information. Delivers presentations and communicates effectively at all levels.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Researcher II**

Minimum/General Experience: Minimum of 4 years related experience.

Functional Responsibility: Conducts desktop research using books, journal articles, newspaper sources, questionnaires, surveys, polls, and interviews to gather data to satisfy research requirements. Analyzes and interprets patterns and trends, aligns methodologies with research goals as well as protecting databases and confidential information. Delivers presentations and communicates effectively at all levels.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.
DevOps Engineer I

Minimum/General Experience: Minimum of 2 years related experience.

Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs, and prototypes new solutions to facilitate application growth and a seamless customer experience.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

DevOps Engineer II

Minimum/General Experience: Minimum of 4 years related experience.

Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs, and prototypes new solutions to facilitate application growth and a seamless customer experience. Work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

DevOps Engineer III

Minimum/General Experience: Minimum of 8 years related experience.

Functional Responsibility: Manages infrastructure, including cloud-based services, using industry leading practices to assure smooth application integration across the entire architecture. Researches, designs, and prototypes new solutions to facilitate application growth and a seamless customer experience.
experience. Identifies weaknesses in our tooling that will drive changes to the overall architecture, and work as a liaison to development and operations teams. Serves as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Deploys and configures services using infrastructure as a service provider. Debugs cluster-based computing architectures. Uses scripting or basic programming skills to solve problems. Performs installation and management of open source monitoring tools.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

**Test Engineer I**

**Minimum/General Experience:** Minimum of 2 years related experience.

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.

**Test Engineer II**

**Minimum/General Experience:** Minimum of 4 years related experience.

**Functional Responsibility:** Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinate with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Make recommendations, if needed, for approval of systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.
Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Test Engineer III

Minimum/General Experience: Minimum of 8 years related experience.

Functional Responsibility: Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establish standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serve as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Helpdesk Technician

Minimum/General Experience: Minimum of 2 years related experience.

Functional Responsibility: Directs support to users for network and desktop hardware and software problems. Answers communications and tickets from users, diagnoses problems and recommends solutions per script. Refer on non-resolved problems.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.
**Labor Category Descriptions for SINs 541330ENG and 541611**

**Project Manager**

**Minimum/General Experience:** Minimum of 4 years of experience leading development projects.

**Functional Responsibility:** Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects; Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

**Minimum Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Project Analyst**

**Minimum/General Experience:** Minimum of 4 years related experience.

**Functional Responsibility:** Provide daily hands-on tactical leadership to software test and quality assurance teams. Leverage known software test methodologies and procedures to ensure project teams deliver digital solutions that meet quality standards, contractual commitments, published specifications, usability and coding standards, and common sense. Act as the final word on quality, including reviewing functional specifications and documentation, leading the development of test documentation, such as test cases, scripts, and reports, performing functional verification of software, and reporting on the health of our solutions.

**Minimum Education Required:** A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With eight years of general information technology experience and at least four years of specialized experience, a degree is not required.

**Business Analyst II**

**Minimum/General Experience:** Minimum of 4 years related experience.

**Functional Responsibility:** Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Performs analysis of business and user needs, documenting requirements, and revising existing system logic difficulties, as necessary. Guides and advises less experienced Business Analysts. Competent to work in some phases of systems analysis
and considers the business implications of the application of technology to the current business environment.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Business Analyst III

Minimum/General Experience: Minimum of 8 years related experience.

Functional Responsibility: Supports agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk. Works closely with the Product Manager to define a product approach to meet the specified user need. Defines skill requirements and map internal, agency, and external (partners/specialist contractors) resources; Works with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going running costs. Analyzes and maps the risks of this product approach and propose mitigation solutions. Defines how the predicted user and financial benefit can be realized, and how channel shift will be measured. Makes a recommendation for action against the analysis done.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.

Data Analyst I

Minimum/General Experience: Minimum of 2 years related experience.

Functional Responsibility: Assists more experienced database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With four years of general information technology experience and at least two years of specialized experience, a degree is not required.
Data Analyst II

Minimum/General Experience: Minimum of 4 years related experience.

Functional Responsibility: Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With six years of general information technology experience and at least four years of specialized experience, a degree is not required.

Data Analyst III

Minimum/General Experience: Minimum of 8 years related experience.

Functional Responsibility: Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May function as team leader and provide direction to less experienced database programmers/analysts.

Minimum Education Required: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. With ten years of general information technology experience and at least eight years of specialized experience, a degree is not required.